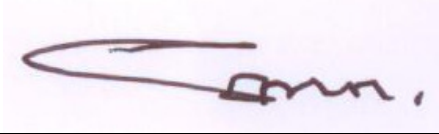



The Catholic University of Eastern Africa

TITLE	AUTHOR
Procedure for Management Review (CUEA/VC/MR/07)	MANAGEMENT REPRESENTATIVE
	NO. OF APPENDICES:
	Three (3) 7.1 – 7.3
AUTHORIZATION This Standard Operating Procedure is issued under the authority of:	
TITLE	VICE CHANCELLOR
SIGNATURE	
DATE	9 January 2019
ISSUE DATE	9 January 2019
STAMP CONTROLLED / UNCONTROLLED	CONTROLLED
NOTE: 1. Write amendments on the page provided (Clause 0.2) 2. Controlled copies of this document will be in the Vice Chancellor and the Directorate of Quality Assurance	

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0. CONTENTS AND RECORD OF CHANGES

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0.2 Record of Changes

No.	Date	Details of Changes		Authorization
	<i>(dd-mm-yy)</i>	<i>Page</i>	<i>Clause/subclause</i>	<i>Title</i>
1.	28.11.2018	1 -	Review of the whole procedure	MR


0.3 Distribution / Circulation

This quality management procedure is available on CUEA servers authorized users.

1.0 PURPOSE

This procedure describes the methodology that CUEA management shall employ to review the effectiveness of CUEA Quality management System in achieving CUEA Quality Objectives.

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2.0 SCOPE

The procedure applies to all management reviews of the CUEA QMS.

3.0 REFERENCES

This procedure makes reference to the following documents which form part of the QMS documentation:

- 3.1 CUEA – QMM
- 3.2 ISO 9000 Quality Management Systems – Fundamentals and Vocabulary
- 3.3 ISO 9001 Quality Management Systems – Requirements

4.0 DEFINITION OF TERMS

4.1 Definition of Terms Used


For the purpose of this procedure the following terms shall apply in addition to those already defined in the CUEA Quality Management Manual:

- 4.1.1 **Management Review** – This is the evaluation of the quality system to determine its effectiveness suitability and future direction. It is carried out in form of a structured meeting that must take place at regular intervals to discuss the functioning of the quality system and to take action to correct it when necessary.
- 4.1.2 **Suitability** – This is the property of a system with attributes that address the requirements outlined in QMS Standards in implementation.

4.2 Abbreviations and Acronyms

- 4.2.1 DQA - Directorate of Quality Assurance
- 4.2.2 DVC - Deputy Vice Chancellor
- 4.2.3 HOF - Head of Function
- 4.2.4 HOD - Head of Department
- 4.2.5 MAR - Minutes Action Request
- 4.2.6 MR - Management Representative
- 4.2.7 QMM - Quality Management Manual

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- 4.2.8 QMP - Quality Management Procedure
- 4.2.9 QMS - Quality Management Systems
- 4.2.10 VC - Vice Chancellor

5.0 PRINCIPAL RESPONSIBILITIES


The Vice Chancellor and the Management Representative have the overall responsibilities for ensuring that this procedure remains adequate for its intended propose and is effectively applied.

6.0 METHOD

6.1 Management Review Meetings

- 6.1.1 As a minimum, each Department / Function shall hold two Management Review meetings and at least one annual for the overall CUEA Management System.
- 6.1.2 Management Review meeting agenda shall comply with the agenda set out in the applicable standard / affiliated procedure. The meeting shall:
 - a) Establish suitability of policies and procedures;
 - b) Establish that the quality management system is achieving the expected results, continuing to conform to the standard, and functioning in accordance with the established Operating Procedures;
 - c) Review levels of customer satisfaction and feedback from relevant interested parties;
 - d) Review the extent to which quality objectives have been met;
 - e) Review external and internal factors affecting the QMS;
 - f) Review the effectiveness of previous correction actions including those related to subcontractor and supplier performance;
 - g) Review the finding of internal / external audits and identify and areas of recurring problems;
 - h) Review the reports of non-conformities and evaluate trends information;
 - i) Review training requirements, resource requirements, adequacy of quality control;
 - j) Review effectiveness of actions taken to address risk and opportunities; and
 - k) Expose irregularities or defects in the QMS, identify weaknesses and make recommendations for continual improvement.


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6.2 Records of Management Review

- 6.2.1 Records of Management Review shall be documented in form of minutes or proceedings. The MR shall be the secretary to the Top Management Review while HOFs / HODs shall be secretaries to the Departmental / Functional management reviews.
- 6.2.2 Minutes / proceedings shall indicate actions to be taken, staff assigned to these actions, and dates of completion of action and these shall be summarized in a MAR Form CUEA/VC/DQA/07/fm 01 (see Appendix A). The HOF shall follow up on action items to ensure they are effected within the agreed timelines. Action items shall be closed when effected and these closed out items shall be recorded in the CUEA/VC/DQA/07/fm 01 by the HOF, once he / she has verified adequacy of action taken.
- 6.2.3 The Secretary to the Management Review shall circulate the minutes / proceeding within one weeks after the meeting. A copy of all bi-annually / annual management review minutes shall be submitted to the MR within one week after meeting is held. The MAR Form (CUEA/VC/DQA/fm 01) shall be forwarded at the end of each review to the MR after having been verified by the HOF. The forwarding memo shall be as documented in Appendix B (CUEA/VC/DQA/07/fm 02).
- 6.2.4 A Management Review for Management shall be convened by the Office of the Vice Chancellor. The meeting shall consist of Top Management and HOFs including but not restricted to: DVCs, Deans, Directors, HOFs and relevant Coordinators.
- 6.2.5 The MR shall compile a presentation, carry out a diagnosis of the status of the QMS and present this to during the Top Management Review.
- 6.2.6 The MR shall prepare the minutes / proceedings of the Management Review these shall be signed by the Chairperson (VC) before circulation.
- 6.2.7 Actions from the Management Review shall be summarized into a MAR form (CUEA/VC/DQA/07/fm 01) which shall be circulated together with the Minutes / Proceedings.
- 6.2.8 HOFs shall complete the 'Remark' column of the MAR form giving feedback on actions effected following the Management Review before the review date, and the MAR shall be forwarded to the MR for compilation before the review date.

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7.0 APPENDICES

7.1 CONTEXT


7.1.1 External / Internal Factors

(a)	External Factors	Identified Risk / Opportunity
(i)	Review of the ISO Standards	Improvement to requirements to benefit academic sector
(ii)		
(iii)		
(b)	Internal Factors	Identified Risk / Opportunity
(i)	QMS Process implementation	Lack of awareness on the QMS
(ii)	Communication	Inadequate communication
(iii)		

7.1.2 Relevant Interested Parties

	Party	Needs and Expectations
(i)	University Council	Accurate information for decision making
(ii)	University Management Board	Accurate information for decision making
(iii)	Certification Body	Information on effectiveness of the QMS


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7.2 RISK ANALYSIS AND CONTROL

No	Risk	Cause	Risk Assessment			Risk Level	Control / Treatment
			Likelihood	Impact	Likelihood / Impact		
1.	Poor process management	Inadequate understanding of the QMS process	1	3	3	Low	Training and sensitization of staff
2.	Inadequate implementation of the procedure	Poor communication	2	3	6	Medium	Communicate on Time and using the right channel
			3	3	9	High	
			2	3	6	Medium	
			2	2	4	Medium	
			1	3	3	Low	

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7.3 REQUIRED ORGANIZATIONAL KNOWLEDGE

7.3.1 Minutes Action Request form

Minutes No	Action Required	Responsible	Review Date	Remarks <i>(Completed / In progress / No Action / Other - Explain)</i>

CUEA/VC/DQA/07/fm 01

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7.3.2 Management Review Meeting Summary Memo



**THE CATHOLIC UNIVERSITY OF EASTERN AFRICA
AMECEA**

Management Review Meeting Summary Memo

Date: DD/MM/YYYY

From: Title

To: Title

Subject: Management Review of (Function) QMS

The Management Review was performed on (date). The purpose of this review was to monitor and evaluate the status of the (function) quality management system which is based on ISO 9001:2015 Quality Management Systems Standard.

Synopsis of the findings includes:

- (a) Status of actions from previous management reviews;
- (b) Changes in external and internal issues that are relevant to the QMS;
- (c) Information of the performance and effectiveness of the QMS;
 - (i) Customer satisfaction and feedback from relevant interested parties,
 - (ii) The extent to which quality objectives have been met,
 - (iii) Process performance and conformity of products and services,
 - (iv) Nonconformities and corrective actions,
 - (v) Monitoring and measurement results,
 - (vi) Audit results,
 - (vii) The performance of external providers;
- (d) The adequacy of resources;
- (e) The effectiveness of actions taken to address risks and opportunities (see 6.1);
- (f) Opportunities for improvement.

Conclusion / Summary:

Recommendations:

Statement of overall effectiveness of the (Function) QMS

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